



DSHS/Mental Health Division  
PO Box 45320  
Olympia WA 98504-5320  
Phone: (360) 902-8070  
Toll-free: 1-888-713-6010  
Office of Consumer Affairs: 1-800-446-0259

# Public Mental Health System Benefits Booklet for People Enrolled in Medicaid

July 1, 2003

## *Table of Contents*

<b>Introduction and Overview</b>	<b>1</b>
Who is eligible for public mental health services?	2
What services are available?	2
<b>Accessing Public Mental Health Services</b>	<b>4</b>
Who provides services?	4
What choices do I have?	4
What if I need crisis services?	5
How can I get outpatient services?	5
What if I needed to be in the hospital for mental health?	5
What if I get a bill?	5
<b>Your Rights</b>	<b>6</b>
What are your rights?	6
What is a grievance?	7
<b>Service Providers by Region</b>	<b>9</b>
Chelan-Douglas RSN	9
Clark County RSN	9
Grays Harbor RSN	10
Greater Columbia Behavioral Health RSN	11
King County RSN	13
North Central WA RSN	14
North Sound RSN	15
Northeast WA RSN	15
Peninsula RSN	16
Pierce County RSN	17
Southwest RSN	18
Spokane County RSN	19
Thurston-Mason RSN	20
Timberlands RSN	20

# Introduction and Overview

This is a booklet about mental health services available to people who receive Medicaid. In this booklet you will find:

- an explanation of what public mental health services are available;
- how those services are provided;
- where to get services;
- your rights as a person who receives those services
- how to protect your rights.

You will also find information about mental health services available in your service area. Service areas where mental health services are coordinated are known as Regional Support Networks (RSNs). You will learn about:

- areas served by each RSN;
- how to contact the RSNs or their authorized providers;
- how to access crisis services; and
- the languages in which services are available.

## Definitions:

**Community Mental Health Agency (CMHA)** - A licensed facility providing mental health services. In this booklet, community mental health agencies will be called agencies.

**Emergent Care** - Service provided for a person that, if not provided, would likely result in the need for crisis intervention or for hospital evaluation due to concerns of potential danger to self, others, or grave disability.

**Enrollee** - An individual approved for Medicaid through the Social Security Administration. Enrollees receive a letter of award.

**Medical Necessity or Medically Necessary** - A requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the recipient that endanger life, or cause suffering or pain, or result in illness or infirmity, or threaten to cause or aggravate a handicap, or cause or physical deformity or malfunction, and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the person requesting service. Course of treatment may include mere observation or, where appropriate, no treatment at all.

Additionally, the individual must be determined to have a mental illness covered by Washington State for public mental health services. The individual's

impairment(s) and corresponding need(s) must be the result of a mental illness. The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness. The individual is expected to benefit from the intervention. Any other formal or informal system or support can not address the individual's unmet need.

**Mental Health Care Provider (MHCP)** - The individual with primary responsibility for implementing an individualized plan for mental health rehabilitation services.

**Mental Health Division (MHD)** - The Division within the state Department of Social and Health Services (DSHS) with responsibility for public mental health services.

**Mental Health Professional** - An individual who meets the standards defined in Washington State law. The standards are based on how much education the person has and how much experience the person has in mental health. Most mental health professionals have a Master's Degree and at least two years experience in mental health. There are some exceptions which are defined in the law. Psychiatrists, psychologists, psychiatric nurses and social workers are all mental health professionals.

**Ombuds Service** - A person who can help you when you need to file a grievance or fair hearing.

**Outpatient Service** - Mental health services provided in the community.

**Regional Support Network (RSN)** - County or group of counties responsible for local public mental health services.

**Urgent Care** - To be provided to persons approaching a mental health crisis. If services are not received within 24 hours of the request, the person's situation is likely to deteriorate to the point that emergent care is necessary.

## **Who is eligible for public mental health services?**

Medicaid recipients are automatically enrolled in a local mental health managed care plan which is called the Regional Support Network (RSN). RSNs coordinate mental health services offered within their service area through contracts with community mental health agencies.

People who receive Medicaid coupons are eligible for medically necessary mental health services at no cost. Any person needing mental health crisis services is eligible to receive them. If you think that you may need mental health services, you can call or drop by one of the authorized agencies located in the RSN where you live to schedule an appointment to learn what you may need. A list of agencies begins on page 9. All

services must be authorized by the RSN in your area. This process will happen between your agency and RSN.

## **What services are available?**

Hospital and outpatient mental health services are available to you and your family if they are needed. Some of services include:

- Crisis services;
- Individual therapy;
- Group therapy; and
- Medication evaluation, prescription and management.

You may also receive employment support services, case management and other services through your RSN.

For more detailed information, please call the RSN for your community listed on the following pages or call the Mental Health Division (MHD) at 1-888-713-6010.

Interpreter services are available upon request. Most written materials are translated into languages other than English based upon the service area population.

Some community mental health agencies have staff who speak other languages besides English. There is more information on the page for your RSN. If you or someone you know wants services in another language, your RSN must provide language assistance at no cost to you. Assistance can be provided both orally and in writing.

If you need mental health services, an individual service plan will be developed with you. Your plan will consider your age and your culture. You may receive one or more of the services listed above. The plan will be fit to you, according to your strengths and needs. Your mental health care provider will decide with you which services you will be provided and for how long.

Your mental health care provider may also ask permission to work with people who provide you other services such as housing, healthcare, and employment.

Other Medicaid benefits may be available to you. Here are some reference numbers:

**Physical health: Contact information on back of your card**

**Substance Abuse: 1-877-301-4557**

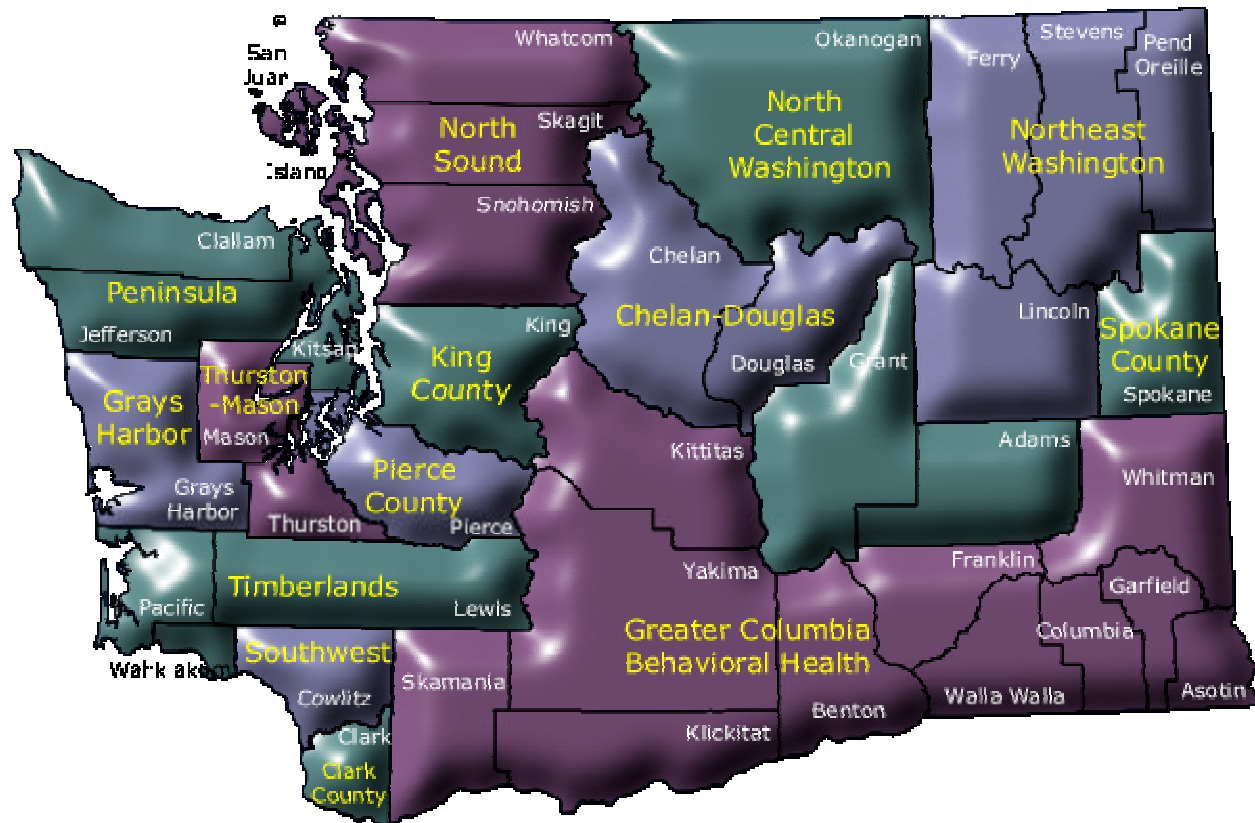
**Aging and Disabilities Services: 1-800-422-3263  
[www.aasa.dshs.wa.gov](http://www.aasa.dshs.wa.gov)**

**Transportation Broker: 1-800-562-3022/911 for crisis**

## Accessing Public Mental Health Services

### Who provides services?

The Washington State public mental health system has fourteen (14) Regional Support Networks (RSNs). They are made up of one or more counties that serve your county and community. Locate your RSN in the map or by your county listed below.



County - Regional Support Network	
Adams	- North Central WA RSN
Asotin	- Greater Columbia Behavioral Health
Benton	- Greater Columbia Behavioral Health
Chelan	- Chelan-Douglas
Clallam	- Peninsula
Clark	- Clark County
Columbia	- Greater Columbia Behavioral Health
Cowlitz	- Southwest
Douglas	- Chelan-Douglas
Ferry	- Northeastern WA
Franklin	- Greater Columbia Behavioral Health
Garfield	- Greater Columbia Behavioral Health
Grant	- North Central WA
Grays Harbor	- Grays Harbor
Island	- North Sound
Jefferson	- Peninsula
King	- King County
Kitsap	- Peninsula
Kittitas	- Greater Columbia Behavioral Health
Klickitat	- Greater Columbia Behavioral Health

County - Regional Support Network	
Lewis	- Timberlands
Lincoln	- Northeastern WA
Mason	- Thurston-Mason
Okanogan	- North Central WA
Pacific	- Timberlands
Pend Oreille	- Northeastern WA
Pierce	- Pierce County
San Juan	- North Sound
Skagit	- North Sound
Skamania	- Greater Columbia Behavioral Health
Snohomish	- North Sound
Spokane	- Spokane County
Stevens	- Northeastern WA
Thurston	- Thurston-Mason
Wahkiakum	- Timberlands
Walla Walla	- Greater Columbia Behavioral Health
Whatcom	- North Sound
Whitman	- Greater Columbia Behavioral Health
Yakima	- Greater Columbia Behavioral Health

## Accessing Public Mental Health Services

Each RSN contracts with licensed agencies to provide mental health services. A list of RSNs begins on page 9. The list shows the counties served by each RSN. It also shows the agencies that contract with the RSN to provide services. This booklet tells you how to contact those agencies if you need services.

You may only go to these authorized agencies for covered services. You may be responsible for costs if you receive mental health services through other providers.

### What choices do I have?

You may choose a mental health care provider at the agency from which you receive services. If you don't choose a mental health care provider, one will be assigned. You have the right to change mental health care providers during the first 30 days. You can also ask for a change once a year for any reason. If you think you have a good reason, you can ask for more changes. The change may or may not be granted.

### What if I need crisis services?

If there is a life-threatening emergency, please dial **911**. If you have a mental health crisis you can call your RSN's crisis line. All RSNs respond to crises 24 hours every day. You can find your RSN's crisis line on the RSN list in this booklet starting on page 9.

### How can I get outpatient services?

If you think you need services, call the toll-free or local telephone numbers. Those are listed with other RSN information, starting on page 9.

Public mental health services are designed to keep you well in your own community. All efforts will be made to keep you from needing hospital care.

### What if I needed to be in the hospital for my mental illness?

Psychiatric hospital services are available to Medicaid enrollees. These services are at no cost, but must be approved in advance. If you think you need to be hospitalized, contact your mental health care provider. Your provider will help you with hospital services if they are necessary.

### What if I get a bill?

If you received services from an agency that is not listed in this booklet, you may be responsible for costs. If your coupon was not active, you may have to pay. If you had a coupon and receive a bill for an agency's services in error, contact the agency billing office. If you need further help, contact your RSN.

# Your Rights

## As a person receiving public mental health services, what are my rights?

### YOU CAN EXERCISE THE FOLLOWING RIGHTS:

- *To be treated with respect and dignity*
- *To have your privacy protected*
- *To help develop a plan of care and services that meet your needs*
- *To participate in decisions regarding your mental health care*
- *To receive services in a barrier-free location (accessible)*
- *To request information about names, location, phones, and languages for local agencies*
- *The right to receive the amount and duration of services you need*
- *To request information about the structure and operation of the RSN*
- *The right to services within 2 hours for emergent care and 24 hours for urgent care*
- *To be free from use of seclusion or restraints*
- *To receive age and culturally appropriate services*
- *To be provided a certified interpreter and translated material at no cost to you*
- *To understand available treatment options and alternatives*
- *To refuse any proposed treatment*
- *To receive care that does not discriminate against you (e.g. age, race, type of illness)*
- *To be free of any sexual exploitation or harassment*
- *To receive an explanation of all medications prescribed and possible side effects*
- *To make an advance directive, which states your choices and preferences for mental health care*
- *To receive quality services that are medically necessary*
- *To have a second opinion from a mental health professional*
- *To file a grievance with your agency or RSN*
- *To choose a mental health care provider or choose one for your child who is under thirteen years of age*
- *To change mental health care providers during the first 30 days, and sometimes more often*
- *To file a request for an administrative (fair) hearing,*
- *To request and receive copy of your medical records and ask for changes*
- *Be free from retaliation*



You may want to ask your mental health care provider for more information about your rights. Your rights will be provided to you in writing when you request services. An independent Ombuds may be available in your RSN to help you if you have complaints. When you receive mental health care in a hospital, you have additional rights.

## **What is an advance directive for psychiatric care?**

An advance directive is a document expressing an individual's treatment preferences in the event they experience symptoms of mental illness that would otherwise prevent them from making such decisions.

## **How do I complete one?**

This is a new law and is effective on July 27, 2003. DSHS is developing training for agencies and service providers regarding advance directives. Your RSN can provide additional information regarding obtaining and completing an advance directive form.

## **Member Satisfaction**

Once a year, the Mental Health Division does a survey to see what you or your child feel about the services you received. Questions are about access, quality and appropriateness. Your participation is voluntary, however, we strongly believe that your voice is the best way to improve the system. Therefore, we hope that if you are contacted, you will take the time to respond.

## **What is a complaint?**

A complaint is an informal way to express your dissatisfaction. It's a good idea to try to resolve your complaint with the person directly involved or ask the Ombuds to assist you, before you try other things. Explain your concern. Let the person know what would work better for you. Be clear about what your complaint is. Also, be clear about what an acceptable solution will be. Try to find some ways to reach agreement that will satisfy both you and the other person.

## **What does an Ombuds do?**

Ombuds receive complaints and help enrollees resolve them. Each RSN has an Ombuds Service that can assist you with the grievance process. See listing of Ombuds Service phone numbers listed for each RSN in this booklet beginning on page 9.

## **What is a grievance?**

A grievance is a formal complaint. Examples include concerns about timely delivery of services, quality of services or feeling your rights have not been respected. All agencies have a grievance process. You can file a grievance at anytime. You may have



someone represent you during the process. Ask your agency for a copy of their grievance procedure.

If you aren't satisfied with a response to a grievance from your agency, your RSN also has a grievance process. Contact your RSN for information regarding their grievance process.

The next level in the grievance system is at the Mental Health Division. The process from the agency through the Mental Health Division must take no more than 45 days. During this time, your services and rights can not be changed or altered. Grievances stop here unless your grievance was about:

- Timely access (starting), stopping, or reduction of authorized services; or
- You received a bill for authorized services.

When your grievance includes one of the above actions, you may file an appeal. You must request the appeal hearing through the Office of Administrative Hearings (OAH). OAH is an independent part of state government that is responsible to decide whether a state regulation has been broken. This office can review actions about the agency that provides your services, about the RSN or both. If state rules haven't been followed correctly, the Administrative Law Judge (ALJ) can order state agencies and their contractors (including RSNs and mental health agencies) to "make it right". The entire process must be completed within 90 days unless you give written permission to extend. You may also appeal actions to the Office of Administrative Hearings. You will have the ability to present evidence, in person or in writing, the right to bring representation, and the right to see your file.

If you choose, you can also ask for the Office of Administrative Hearings to hear your concern instead of the mental health grievance process. This process is called a request for a Fair (Administrative) Hearing. Your Ombuds can help you with the Fair Hearing process.

If you want to ask the Office of Administrative Hearings to review your complaint, you can send a request to:

Office of Administrative Hearings  
P.O. Box 42489  
Olympia, WA 98504

The toll-free telephone number is: 1-800-583-8271.

There are several local offices of OAH. Your case will be assigned to one near your home. If an in-person hearing is needed, it will be held in a location close to you.

## Service Providers by Region

### Chelan-Douglas Regional Support Network

*Serving Chelan and Douglas Counties*

636 North Valley Mall Parkway, Suite 200

East Wenatchee, WA 98802-4875

Web: <http://www.cdrrsn.org>

Toll Free: 1-877-563-3678

Public Phone: 509-886-6318

Ombuds Services: 1-800-495-5178

**24-Hour Crisis Line: 1-800-852-2923**

#### Authorized Community Mental Health Agencies

#### Phone

##### **Catholic Family & Child Services**

**509-622-6761**

23 S. Wenatchee Avenue, Suite #320, Wenatchee, WA 98801-2263

*Alternative languages available: Spanish*

##### **Chelan-Douglas Behavioral Health Clinic**

**509-662-7195**

701 N. Miller Street, Wenatchee, WA 98801-2086

*Alternative languages available: Spanish*

##### **Children's Home Society**

**509-663-0034**

1014 Walla Walla Avenue, Wenatchee, WA 98801-1523

*Alternative languages available: Spanish*

### Clark County Regional Support Network

*Serving Clark County*

PO Box 5000

Vancouver, WA 98666-5000

Web: <http://www.co.clark.wa.us/commserv/mental>

Toll Free: 1-800-410-1910

Public Phone: 360-397-2130

Ombuds Services: (360) 694-6577x2233

**24-Hour Crisis Line: 1-800-626-8137**

#### Authorized Community Mental Health Agencies

#### Phone

##### **Catholic Community Services**

**360-260-6373**

603 SE 116th Avenue, Vancouver, WA 98683-5257

*Alternative languages available: French, Russian and Spanish*

##### **Children's Center**

**360-699-2244**

415 W. 11th Street, Vancouver, WA 98666-0484

*Alternative languages available: Russian and Spanish*

##### **Children's Home Society**

**360-695-1325**

309 W. 12th Street, Vancouver, WA 98666-0605

##### **Columbia River Mental Health Services**

**360-993-3000**

6926 E. Fourth Plain Boulevard, Vancouver, WA 98661-7254

*Alternative languages available: Cambodian, Chinese, French, German, Igbo, Korean, Laotian, Russian, Spanish, Tagalog, Taiwanese and Vietnamese*

##### **Family Solutions**

**360-695-0115**

1104 Main Street, Suite 500, Vancouver, WA 98660-2972

*Alternative languages available: Spanish*

##### **Mental Health Northwest**

**360-906-8336**

1601 E 4<sup>th</sup> Plain Blvd, Bldg. A-8, Vancouver, WA 98668-1845

##### **Southwest Washington Medical Center**

**360-696-5300**

3400 Main Street, Vancouver, WA 98668-1600

## **Grays Harbor Regional Support Network**

*Serving Grays Harbor County*

2109 Sumner Avenue, Suite 203

Aberdeen, WA 98520-3699

Web: <http://users.techline.com/ombuds/rsn.htm>

Toll Free: 1-800-464-7277

Public Phone: 360-532-8665

Ombuds Services: 1-877-788-1782

**24-Hour Crisis Line: 1-800-685-6556**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Behavioral Health Resources**

**360-482-5358**

575 E. Main Street, Suite C, Elma, WA 98541-9551

*Alternative languages available: Spanish*

#### **Crisis Clinic**

**360-532-4357**

615 8<sup>th</sup> Street, Hoquim, WA 98550

#### **Evergreen Counseling Center**

**360-532-8629**

205 8th Street, Hoquiam, WA 98550-2507

*Alternative languages available: Spanish*

## **Greater Columbia Behavioral Health Regional Support Network**

Serving Asotin, Benton, Columbia, Franklin, Garfield,  
Kittitas, Klickitat, Skamania, Walla Walla, Whitman and  
Yakima Counties.

101 N. Edison Street  
Kennewick, WA 99336-1958  
Web: <http://www.gcbh.org>

Toll Free: 1-800-795-9296  
Public Phone: 509-735-8681  
Ombuds Services: 1-800-257-0660

### **24-Hour Crisis Lines:**

**Asotin: 888-475-5665**  
**Benton-Franklin: 800-548-8761**  
**Columbia: 800-734-9927**  
**Garfield: 888-475-5665**  
**Kittitas: 509-925-9861**  
**Klickitat: 509-733-5801/800-572-8122**  
**Skamania: 509-427-9488**  
**Walla Walla: 509-522-4278**  
**Whitman (collect): 509-334-1133**  
**Yakima: 509-575-4200/800-572-8122**  
**Children: 509-576-0934 or 800-671-5437**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Benton/Franklin Counties Crisis Response Unit**

**509-783-0500**

2635 W. Deschutes Avenue, Kennewick, WA 99336-3004  
*Alternative languages available: Spanish*

#### **Catholic Family and Child Services**

**509-965-7100**

5301 Tieton Drive, Suite "C", Yakima, WA 98908-3478  
*Alternative languages available: Spanish*

#### **Central WA Comprehensive Mental Health (Yakima)**

**509-575-4084**

402 S. Fourth Avenue, Yakima, WA 98907-0959  
*Alternative languages available: Spanish*

Central WA Comprehensive Mental Health - Ellensburg  
220 W. 4<sup>th</sup> Avenue, Ellensburg, WA 98926

509-025-9861

Central WA Comprehensive Mental Health - Toppenish  
518 W. 1<sup>st</sup> Avenue, Toppenish, WA 98948

509-865-5898

Central WA Comprehensive Mental Health - Sunnyside  
1319 Saul Road S., Sunnyside, WA 98944

509-837-2089

Central WA Comprehensive Mental Health - Goldendale  
112 W. Main Street, Goldendale, WA 98620

509-773-5801

Central WA Comprehensive Mental Health - White Salmon  
251 Rhine Village Drive, White Salmon, WA 98672

509-493-3400

#### **Garfield County Human Services**

**509-843-3791**

856 W. Main Street, Pomeroy, WA 99347

#### **Inland Counseling Network (Walla Walla)**

**509-525-0241**

225 Woodland Ave, Walla Walla, WA 99362-3002

Inland Counseling Network - Dayton  
221 E. Washington Avenue, Dayton, WA 99328

**509-382-2527**

Inland Counseling Network - Dayton  
213 W. Clay Street, Dayton, WA 99328

**509-382-2525**

## **Greater Columbia Behavioral Health RSN (Continued)**

*Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties.*

101 N. Edison Street

Kennewick, WA 98336-1958

Web: <http://www.gcbh.org>

Toll Free: 1-800-795-9296

Public Phone: 509-735-8681

Ombuds Services: 1-800-257-0660

### **24-Hour Crisis Lines:**

**Asotin: 509-758-3341/758-4665**

**Benton-Franklin: 800-548-8761**

**Columbia: 509-382-2527**

**Garfield: 509-843-3791/843-1591**

**Kittitas: 509-925-9861**

**Klickitat: 509-733-5801/800-235-4765**

**Skamania: 509-427-9488**

**Walla Walla: 509-522-4278**

**Whitman: 509-334-1133/332-1505**

**Yakima: 800-572-8122**

**Children: 509-576-0934 or 800-671-5437**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Lourdes Counseling Center**

**509-943-9104**

1175 Carondelet Drive, Richland, WA 99352-3396

*Alternative languages available: Fijian, Hindi, Meman, Punjabi, Spanish and Urdu*

#### **Lutheran Community Services Northwest**

**509-735-6446**

3321 W. Kennewick Avenue, Suite 150, Kennewick, WA 99336-2959

#### **Nueva Esperanza Community Counseling Center - La Clinica**

**509-545-6506**

720 W. Court Street, Suite 8, Pasco, WA 99301-4178

*Alternative languages available: Spanish and Toisan*

#### **Palouse River Counseling Center**

**509-334-1133**

340 NE. Maple, Pullman, WA 99163

#### **Rogers Counseling Center**

**509-758-3341**

900 7th Street, Clarkston, WA 99403-2058

#### **Senior Solutions**

**509-527-0566**

5 W. Alder, Suite#328, Walla Walla, WA 99362

#### **Sunderland Family Treatment Services**

**509-736-0704**

8514 W. Gage Boulevard, Suite#301, Kennewick, WA 99336-8120

#### **Walla Walla County Crisis Response Unit**

**509-522-4278**

**310 W. Poplar, Walla Walla, WA 99362**

*Alternative languages available: Spanish*

#### **Yakima Valley Farmworkers Clinic Behavioral Health Services**

**509-453-1344**

918 E. Mead Avenue, Yakima, WA 98903-3720

*Alternative languages available: Spanish*

## **King County Regional Support Network**

*Serving King County*

821 2<sup>nd</sup> Avenue, Suite 610

Seattle, WA 98104-5019

Web: <http://www.metrokc.gov/dchs/mhd/mhp/guide.htm>

Toll Free: 1-800-790-8049

Public Phone: 206-296-5213

Ombuds Services: 1-800-790-8049

**24-Hour Crisis Line: 1-866-427-4747**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Asian Counseling & Referral Services**

**206-695-7600**

720 8th Avenue S. Suite 200, Seattle, WA 98104-3034

*Alternative languages available: Cambodian, Cantonese, French, H'mong, Ilocano, Japanese, Korean, Lao, Mandarin, Mien, Samoan, Tagalog, Thai, Taiwanese, Vietnamese and Visayan*

#### **Children's Hospital & Regional Medical Center**

**Front Desk: 206-987-2164**

4800 Sand Point Way NE, Seattle, WA 98105-0371

**Intake (New Patients Only): 206-987-2760**

*Alternative languages available: ASL*

#### **Community House Mental Health**

**206-322-2387**

431 Boylston Avenue E., Seattle, WA 98102-4903

*Alternative languages available: Spanish*

#### **Community Psychiatric Clinic**

**206-461-3614**

4319 Stone Way N., Seattle, WA 98103-7490

*Alternative languages available: Chinese, French, German, Japanese, Spanish and Tagalog*

#### **Consejo Counseling & Referral Services**

**206-461-4880**

3808 S. Angeline Street, Seattle, WA 98118-1712

*Alternative languages available: Spanish*

#### **Downtown Emergency Service Center**

**206-464-1570**

507 - 3<sup>rd</sup> Avenue, Seattle, WA 98104-

*Alternative languages available: Spanish*

#### **Evergreen Health Care**

**206-923-6300/1-800-548-0558**

2414 SW Andover Street D-120, Seattle, WA 98106

#### **Harborview Mental Health Services**

**206-731-3411**

325 9th Avenue, Seattle, WA 98104-2499

*Alternative languages available: French, Ilocano, Spanish and Tagalog*

#### **Highline/West Seattle Mental Health Center**

**206-248-8226**

2600 SW Holden Street, Seattle, WA 98168-1080

*Alternative languages available: Interpreters for any language available o request*

#### **Sea-Mar Community Health Center**

**206-762-3730**

8720 14th Avenue S., Seattle, WA 98108-4896

*Alternative languages available: Spanish*

#### **Seattle Children's Home**

**206-283-3300**

2142 10th Avenue W., Seattle, WA 98119-2899

*Alternative languages available: ASL, Greek, Spanish and Vietnamese*

#### **Seattle Counseling Service for Sexual Minorities**

**206-323-1768**

112 Broadway Avenue E, Seattle, WA 98102

## **King County Regional Support Network (continued)**

*Serving King County*

821 2<sup>nd</sup> Avenue, Suite 610  
Seattle, WA 98104-5019

Toll Free: 1-800-790-8049  
Public Phone: 206-296-5213  
Ombuds Services: 1-800-790-8049  
**24-Hour Crisis Line: 1-866-427-4747**

### **Authorized Community Mental Health Agencies**

#### **Phone**

#### **Seattle Mental Health**

**206-324-0206**

1600 E. Olive St., Seattle, WA 98122-2799

Branches available in Bellevue, Auburn, and Renton

*Alternative languages available: ASL, French, Gaelic, German, Hebrew, Hindi, Japanese, Mandarin, Russian, Spanish, Tagalog and Taiwanese*

#### **Therapeutic Health Service, Rainier Beach**

**206-723-1980**

5802 Rainier Avenue S., Seattle, WA 98118-2706

*Alternative languages available: Amharic, Cambodian, French, Japanese, Luthya & Swahili*

#### **Valley Cities Counseling & Consultation**

**253-939-4055**

2704 "I" Street NE, Auburn, WA 98002-2498

*Alternative languages available: Czech, French, German, Punjabi, Russian and Spanish*

#### **YMCA Mental Health Services**

**206-382-5340**

909 Fourth Avenue, Seattle, WA 98104

## **North Central Washington Regional Support Network**

*Serving Adams, Grant and Okanogan Counties.*

131 Basin Street SW  
Ephrata, WA 98823-1855

Toll Free: 1-800-251-5350  
Public Phone: 509-754-6577  
Ombuds Services: 1-800-346-4529

### **24-Hour Crisis Lines:**

**Adams (collect): 509-488-5611**

**Grant (collect): 509/765-1717/1-877-467-4303**

**Okanogan: 1-866-826-6191**

### **Authorized Community Mental Health Agencies**

#### **Phone**

#### **Community Counseling Services of Adams County**

**509-488-0244**

165 N. 1st Avenue, Suite 120, Othello, WA 99344-1003

*Alternative languages available: Spanish*

#### **Grant Mental Healthcare**

**360-765-9239**

840 East Plum Street, Moses Lake, WA 98837-0160

322 Fortuyn Road, Grand Coulee, WA 99133

**509-633-1471**

**Grand Coulee:**

**Moses Lake: 509-765-9239**

**Quincy: 509-787-4466**

*Alternative languages available: Spanish*

#### **Okanogan Behavioral Health Care**

**509-826-6191**

107 W. Apple Street, Omak, WA 98841-3208

*Alternative languages available: Spanish*



## **North Sound Regional Support Network**

*Serving Island, San Juan, Skagit, Snohomish and  
Whatcom Counties.*

117 N. 1st Street, Suite 8

Mount Vernon, WA 98273-2858

Web: <http://www.nsrnsn.org>

Toll Free: 1-800-684-3555

Public Phone: 1-888-693-7200

Ombuds Services: 1-888-336-6164

**24-Hour Crisis Line: 1-800-584-3578**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Associated Provider Network**

**1-888-693-7200**

#### **Bridgeways**

**- 1220 75<sup>th</sup> Street SW, Everett, WA 98203**

#### **Catholic Community Services**

**360-676-2164**

1918 Everett Avenue, Everett, WA 98201-3607

*Alternative languages available: Spanish*

#### **Compass Health**

**(Island County) 360-419-3500**

4526 Federal Avenue, Everett, WA 98203-8810

*Alternative languages available: Spanish*

**(San Juan County) 360-419-3500**

**(Skagit County) 360-419-3500**

*Alternative languages available: Cambodian and Spanish*

**(Snohomish County) 1-800-457-9303**

*Alternative languages available: Arabic, Cambodian, Cantonese, Czech, French, Mandarin, Russian, Slovak,  
Spanish and Ukrainian*

#### **Sea Mar Counseling and Social Services**

**Bellingham: 360-734-5458**

4455 Cordata Pkwy, Bellingham, WA 98226-8037

**Everett: 425-347-5415**

**Mount Vernon: 360-428-8912**

*Alternative languages available: French and Spanish*

#### **Volunteers of America**

**1-800-584-3578**

2802 Broadway, Everett, WA 98206-0839

#### **Whatcom Counseling & Psychiatric Clinic**

**360-676-2220**

3645 E. Mcleod Road, Bellingham, WA 98226-8799

*Alternative languages available: Spanish*

## **Northeast Washington Regional Support Network**

*Serving Ferry, Lincoln, Pend Oreille and Stevens Counties.*

PO Box 1249  
Chewelah, WA 99109-1249

Toll Free: 1-800-201-4252

Public Phone: 509-935-6801

Ombuds Services: 1-800-735-7857

**24-Hour Crisis Line: 1-800-767-6081**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Ferry County Community Services**

**509-775-3341**

42 Klondike Road, Republic, WA 99166-9701

#### **Lincoln County Counseling Services**

**509-725-3001**

1211 Merriem Street, Davenport, WA 99122-0278

*Alternative languages available: Japanese and Spanish*

#### **Pend Oreille County Counseling Services**

**509-447-5651**

325 S. Washington Street, Newport, WA 99156-9671

#### **Stevens County Counseling Services**

**509-684-4597**

165 E. Hawthorne Avenue, Colville, WA 99114-2629

## **Peninsula Regional Support Network**

*Serving Clallam, Jefferson and Kitsap Counties.*

614 Division Street, MS 23  
Port Orchard, WA 98366-4676

Toll Free: 1-800-525-5637

Public Phone: 360-337-4886

Ombuds Services: 1-888-377-8174

**24-Hour Crisis Line: 1-800-843-4793**

**Kitsap County: (360) 479-3033**

**(800) 843-4793**

**East Jefferson County: (360) 385-0321**

**(800) 659-0321**

**East Clallam County: (360) 452-4500**

**West Jefferson County: (360) 374-5011**

**West Clallam County: (360) 374-5011**

**(Non-Business hours): (360) 374-6271**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Jefferson Mental Health Services**

**360-385-0321**

884 West Park Avenue, Port Townsend, WA 98368-0565

#### **Kitsap Mental Health Services**

**360-405-4010**

5455 Almira Drive, Bremerton, WA 98311-8331

*Alternative languages available: Guatemalan, Japanese, Spanish and Tagalog*

#### **Peninsula Community Health Services**

**360-457-0431**

118 East 8th Street, Port Angeles, WA 98362-6129

#### **West End Outreach Services**

**360-374-5011**

530 Bogachiel Way, Forks, WA 98331-9120

*Alternative languages available: Spanish*

## **Pierce County Regional Support Network**

*Serving Pierce County*

3580 Pacific Avenue  
Tacoma, WA 98418-7915

Web: <http://www.co.pierce.wa.us/pc/services/health/mental/services.htm>

Toll Free: 1-800-531-0508

Public Phone: 253-798-7202

Ombuds Services: 1-800-531-0508

**24-Hour Crisis Line: 1-800-576-7764**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Asian Counseling Services**

**253-471-0141**

4301 South Pine Street, Suite 405, Tacoma, WA 98409

*Alternative languages available: Many Asian Languages spoken*

#### **Catholic Community Services**

**253-759-9544**

5410 N. 44th Street, Tacoma, WA 98407-3799

*Alternative languages available: Cambodian, French, German, Korean, Lakota, Navajo, Nigerian, Romanian, Spanish and Swedish*

#### **Comprehensive Mental Health (Tacoma/Peninsula Area)**

514 S. 13<sup>th</sup> Street, Tacoma, WA 98402 (Adults/Older Adults)

**253-396-5000**

1201 S. Proctor Street, Suite 1, Tacoma, WA 98405-2095 (Children/Families)

**253-396-5800**

*Alternative languages available: ASL, Cantonese, Farsi, German, Greek, Hindi, Italian, Mandarin, Punjabi, Russian, Spanish, Tagalog, Ukrainian and Vietnamese*

#### **Crisis Intervention Teams**

**Tacoma/Peninsula Area: 253-396-5089**

**Lakewood/Southwest Pierce County Area: 253-584-8933**

**Puyallup/East Pierce County Area: 253-584-8125  
or 1-888-445-8125**

#### **Good Samaritan Community Health Care (Puyallup/East Pierce County)**

**253-445-3120**

325 E. Pioneer, Puyallup, WA 98372-3265

*Alternative languages available: Cambodian, German, Korean, Spanish, Thai and Vietnamese*

#### **Greater Lakes Mental Healthcare (Lakewood/Southwest Pierce County)**

**253-581-7020**

9330 59th Avenue SW, Lakewood, WA 98499-6600

*Alternative languages available: ASL, Korean and Spanish*

#### **Kwawachee Counseling Center of the Puyallup Tribal Health Authority**

**253-593-0247**

2209 E. 32nd Street, Tacoma, WA 98404-4997

#### **Mobile Outreach Crisis Services**

**253-798-2709**

#### **Crisis Triage**

**253-798-4357**

3580 Pacific Avenue, Tacoma, WA 98418-7915

#### **Sea Mar Counseling and Social Services**

**253-396-1634**

1112 S. Cushman Avenue, Tacoma, WA 98405-3631

*Alternative languages available: Spanish*

## **Southwest Regional Support Network**

*Serving Cowlitz County.*

1952 9<sup>th</sup> Avenue  
Longview, WA 98632-4045

Web: <http://www.cowlitzcounty.org/humanservices/swrsn.htm>

Toll Free: 1-800-803-8833

Public Phone: 1-800-803-8833

Ombuds Services: 360-501-6774

**24-Hour Crisis Line: 1-800-803-8833**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Center for Behavioral Solutions**

**360-414-2280**

600 Broadway, Longview, WA 98362

*Alternative languages available: Spanish*

#### **Lower Columbia Mental Health Center**

**360-423-0203**

1538 11th Avenue, Longview, WA 98632-4123

*Alternative languages available: Filipino, German, Russian and Spanish*

## **Spokane County Regional Support Network**

*Serving Spokane County.*

Monroe Court Building

901 N. Monroe Street, Suite 250

Spokane, WA 99201-2148

Web: <http://www.spokanecounty.org/mentalhealth>

Toll Free: 1-800-273-5864

Public Phone: 509-477-5722

Ombuds Services: 1-866-624-1740

**24-Hour Crisis Line: 1-877-678-4428**

### **Authorized Community Mental Health Agencies**

### **Phone**

#### **Catholic Family Services**

**509-358-4269**

1023 W. Riverside Avenue, Spokane, WA 99210-1453

#### **Children's Home Society**

**509-747-4174**

920 North Argonne, Spokane, WA 99212-2722

#### **Family Service Spokane**

**509-838-4128**

7 S. Howard Street, Suite 321, Spokane, WA 99201-3816

#### **Grief Counseling Services**

**509-238-6182**

1016 N. Superior Street, Spokane, WA 99202-2059

*Alternative languages available: Spanish*

#### **Hope Partners/REM Associates**

**509-835-3599**

1117 West First Avenue, Spokane, WA 99201

#### **Lutheran Social Services NW**

**509-747-8224**

7 S. Howard Street, Suite #200, Spokane, WA 99201-3823

*Alternative languages available: ASL, French and Spanish*

#### **Spokane Mental Health**

**509-458-7453**

107 S. Division Street, Spokane, WA 99202-1586

*Alternative languages available: ASL, Cantonese, French, German, Mandarin, Russian, Spanish and Vietnamese*

#### **Spokane County Supportive Living Program**

**509-477-4386**

315 W. Mission Avenue, Suite #26, Spokane, WA 99201-2327

*Alternative languages available: Spanish*

#### **The N.A.T.I.V.E. Project**

**509-325-5502**

1803 W. Maxwell Avenue, Spokane, WA 99201-2831

## **Thurston-Mason Regional Support Network**

*Serving Mason and Thurston Counties.*

412 Lilly Road NE  
Longview, WA 98506-5132

Toll Free: 1-800-624-1234  
Public Phone: 360-786-5585  
Ombuds Services: 1-800-624-1234 x2982  
**24-Hour Crisis Line: 1-800-627-2211**

### **Authorized Community Mental Health Agencies**

#### **Phone**

#### **Behavioral Health Resources**

**360-704-7170**

317 Fourth Avenue E, Olympia, WA 98501-1191

*Alternative languages available: ASL, Cantonese, French, German, Mandarin, Russian, Spanish and Vietnamese.*

#### **South Sound Mental Health Services**

**360-754-7576**

6340 Capitol Boulevard S, Olympia, WA 98507-0677

*Alternative languages available: ASL, Cantonese, French, German, Mandarin, Russian, Spanish and Vietnamese.*

## **Timberlands Regional Support Network**

*Serving Lewis, Pacific and Wahkiakum Counties.*

PO Box 217  
Cathlamet, WA 98612-0217

Toll Free: 1-800-392-6298  
Public Phone: 360-795-3118  
Ombuds Services: 1-866-322-1015  
**24-Hour Crisis Lines:**  
**Lewis County: 1-800-559-6696**  
**Pacific County: 1-800-884-2298**  
**Wahkiakum County: 1-800-635-5989**

### **Authorized Community Mental Health Agencies**

#### **Phone**

#### **Cascade Mental Health Care**

135 W. Main, Chehalis, WA 98532-0378

2428 Reynolds Avenues, Centralia, WA 98531  
(Child & Adolescent Program)

**360-748-6696/1-800-559-6696**

**360-330-9044/1-800-559-6696**

#### **Wahkiakum County Mental Health Services**

42 Elochoman Valley Road, Cathlamet, WA 98612-9602

**360-795-8630/1-800-635-5989**

#### **Willapa Counseling Center**

1107 North Pacific Hwy, Long Beach, WA 98631

819 Alder, South Bend, WA 98586

**360-642-3787/1-800-884-2298**

**360-895-9426/1-800-884-2298**